

VIRGINIA Relay Service

May, 2004

Commendations

Voice May 3, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for his/her wonderful customer service skills.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for being patient and courteous.

Category: CA/OPR Related

Voice May 6, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice May 10, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY May 12, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 21, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 25, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY May 25, 2004

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

TTY May 6, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 10, 2004

Inquiries/Comments

Voice May 3, 2004

The customer requested information on setting up a TTY.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Contacted the customer and offered assistance in setting up TTY.

Contact Closed: May 3, 2004

TTY May 4, 2004

Customer requested information on various TTY signals.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer the difference between a ringing signal and a busy signal light flash.

Contact Closed: May 4, 2004

Voice May 4, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 4, 2004

Voice May 6, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 6, 2004

TTY May 7, 2004

The customer wanted to set up a Relay Choice Profile as he/she is being billed by both Verizon and AT&T.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Entered the profile per customer's request and referred to billing department.

Contact Closed: May 7, 2004

Voice May 10, 2004

The customer would like to have the billing restriction removed from his/her line.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer there was a balance owing on his/her account and referred to billing department.

Contact Closed: May 27, 2004

Voice May 10, 2004

Customer reported humming noise on phone line.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred customer to LEC or TTY manufacturer.

Contact Closed: May 10, 2004

Voice May 11, 2004

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Implemented the block as requested.

Contact Closed: May 12, 2004

TTY May 11, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 11, 2004

TTY May 11, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 11, 2004

TTY May 18, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice, VCO and Turbo Code.

Contact Closed: May 18, 2004

TTY May 19, 2004

The customer requested brochures and lanyards for a meeting.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Mailed brochures and lanyards to the customer.

Contact Closed: May 19, 2004

TTY May 21, 2004

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Updated the profile, and advised the customer it had been done.

Contact Closed: May 21, 2004

Voice May 25, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 25, 2004

Voice May 26, 2004

The caller requested assistance with his AT&T long distance bill.

Category: Billing/Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to Residential Billing for assistance.

Contact Closed: May 29, 2004

TTY May 27, 2004

The customer requested information about AT&T Wireless Service with Sidekick.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Provided number for AT&T Wireless.

Contact Closed: May 27, 2004

TTY May 28, 2004

The customer requested information about sign language classes.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 28, 2004